NAVSUP

NAVAL SUPPLY SYSTEMS COMMAND

Commander, Fleet and Industrial Supply Centers

Distance Support

Ready. Resourceful. Responsive!

28 July 2005

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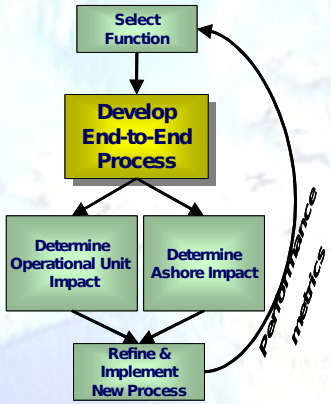
Current COMFISCS Distance Support Services *GDSC*



Functions	Today	Tomorrow
✓*24/7 Enterprise Customer Support Services* ✓*Logistics Support* ✓*Supply support* *- Requisition services* *- Material tracking and expediting* ✓ *Distance Support CRM Shared data tracking*	*2 Virtually integrated contact center/help desk* *Joint NAVSUP/NAVSEA Integrated support centers*	**Integrated contact center/help desks for Navy Enterprise** **Consolidated support infrastructure …** **• Multi-skilled** **• Multi-functional** **• Multi level** **High quality, low cost and efficient support structure**

What we are changing

Customer Relationship Management

Distance Support shared data environment (SDE) contact tracking
Trend analysis, business intelligence, standardized performance metrics
Visibility of total costs for logistics support
Contact center roles/responsibilities

DoD support infrastructure and joint initiatives

Contact center/help desk management expertise…..
Realignment of similar support services….Continuous improvement

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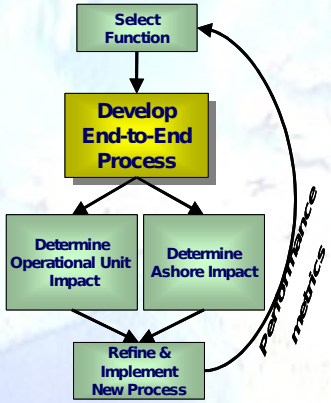
Current COMFISCS Distance Support Services *OTS*



Functions	*Today*	*Tomorrow*
End-To-End SCV • **Technical screening** • **Asset visibility(DLA and Navy)** • **Requisitioning** • **DoD eMall** • **Requisition Status** • **Shipping status** • **information for ERP and legacy systems.**	**Over 27,000 registered users; ~16,000 active users** **•Joint Operations user base** ➢ **Navy Fleet** ➢ **Navy Ashore** ➢ **Army** ➢ **Coast Guard** ➢ **DoD Civilian** ➢ **DoD Foreign National** ➢ **Reservist** ➢ **Air Force**	**IT systems ashore** **Single Portal Touch point for Supply and Maintenance Information** **ERP interface for supply chain information,** **Customer**

Customer status window maintained…Efficient workload processing accommodated ashore…Supports Joint Logistics Vision
Including Sea Basing

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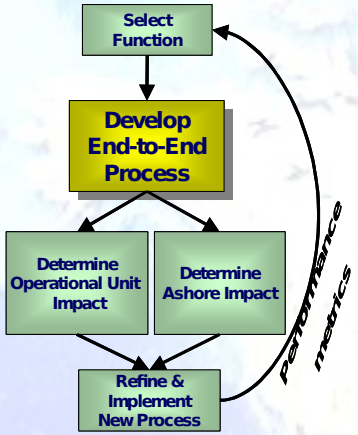
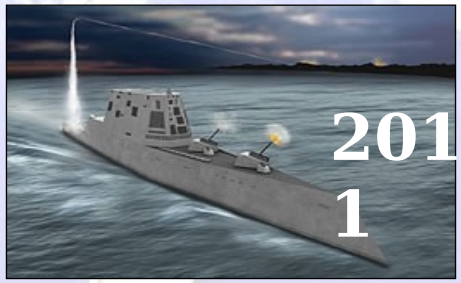
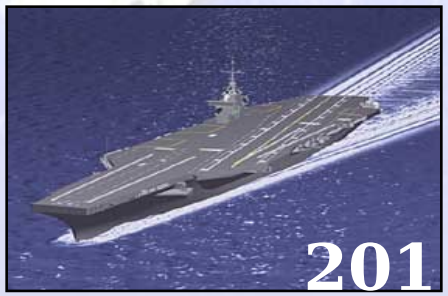
Current Services Distance Support Services
Logistic Support Center



Functions	Today	Tomorrow
Material Intervention Material Process Support Subsistence Prime Vendor Fleet Assist Team Navy Food Management Team Navy Cash PPV and MPC	LSC	LSC MSD





The LSC is the logical foundation for the MSD

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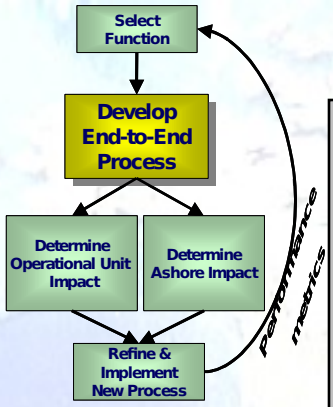
COMFISCS… *What will need to change*



What we are changing

Process design…

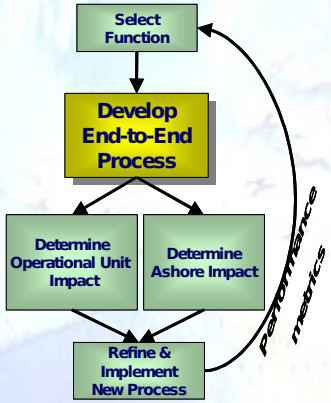
- Project support forward
- Common IT
- Implement ERP Afloat and Ashore
- Reduced FTE requirements
  - Fewer touch points to complete mission
  - Direct data transfer to end user
- Change management
  - Shore support must be seen as members of the Ships crew by themselves and the Ship!

Tomorrow

- **Operationalized Infrastructure Ashore!**
- **Interoperable information systems**

Select function…Develop new end-to-end process…Determine afloat ashore impact…. Leverage Best Value Source of

COMFISCS …Poised for *Increased* Distance Support Roles & Responsibilities



Functions	*Today*	*Tomorrow*
Records Keeping		
Ordering		
Inventory Management		
DLR/MTIS Management		
Basic SK Admin		
S3 On-loads		
Purchase Card Management		
Regional Transportation		
Labor Pool Augmentation		
Predictive Support		

Ships' Company

LSC

MSD

Choice of Best Value Source of Support (SOS)

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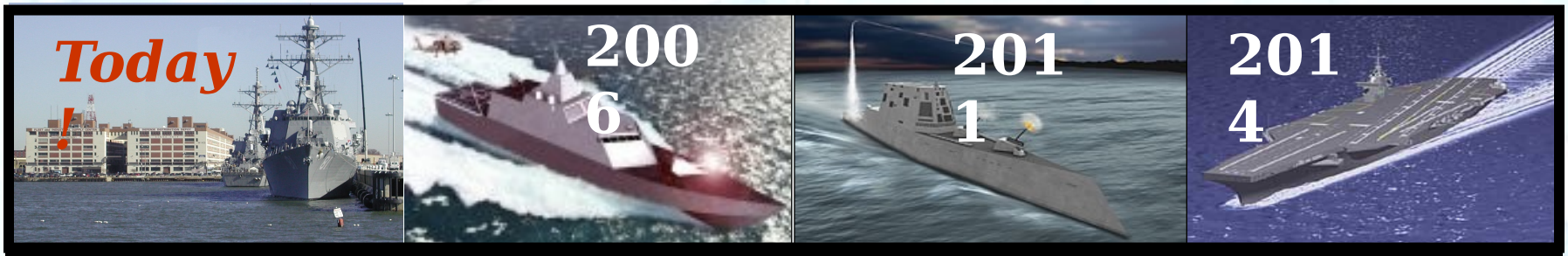
Summary



LSC

Monthly report

16,371 Actions

398 Customers

10,879 Hours returned to the fleet

DD(X)/CVN21 and converted legacy ships will require even more!

Recommendations:

- **Need to make the vision a reality**
  - ***Near term is NOW***
  - ***Review Products & Services***
  - ***LCS provides an opportunity to implement significant process change***

LCS is the "Fleet of Tomorrow" and… Tomorrow is only 17 months away!

Back up

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What is Distance Support

Distance Support is…

…the set of processes and systems that projects support forward

It's about the work…

- **Fewer people on ships…**
  - ***Supply manning tomorrow***
    - **CVN 21… 406 to 258**
    - **DDX … 67 to 14**
  - ***Optimal manning affects legacy platforms***
- **Key Components**
  - ***Process redesign*** — ***Driven by process change***
    - Work goes ashore
    - Work goes away
    - Work is transformed
  - **Operationalizing the ashore infrastructure**
  - **Interoperable information systems**

Distance Support has a huge impact on shore infrastructure

…but geographically neutral

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Regional Maintenance Center (RMC) /FISC Maritime Support Division (MSD) Model

Requirements reporting & Consumption data

REMOTE MONITORING

Maintenance & Logistics Hub

RMC

MSD

FISC

Reorders

Expedited Material

Technical Information

Management Data

PBL Solutions

- Single POE to ashore infrastructure…
  - Engineering
  - Shipyards
  - IMA
  - Tech Assist
  - AIMD
  - ISEA

- Single POE to ashore infrastructure…
  - DLA Fuel & Parts
  - NAVICP
  - ASD
  - FISC
  - NOLSC

Key Tenets…

- ***Single Decision Center***
- ***Integrated IT***
- ***Asset Visibility***
- ***Operationalized shore***

Tomorrow:

Afloat personnel focus on warfighting…support is projected

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COMFISCS …Poised for ***Increased*** Distance Support Roles & Responsibilities

Global Distance Support Center

- 24 hr gateway to the network of supply, logistics, and joint defense support providers.

One Touch Support

- OTS Automated Self-Service
- 24 hr logistics information and support.

Logistics Support Center

- Waterfront/flight line husbandry.
- Supply assistance teams.
- Direct services facilitator and advocate.

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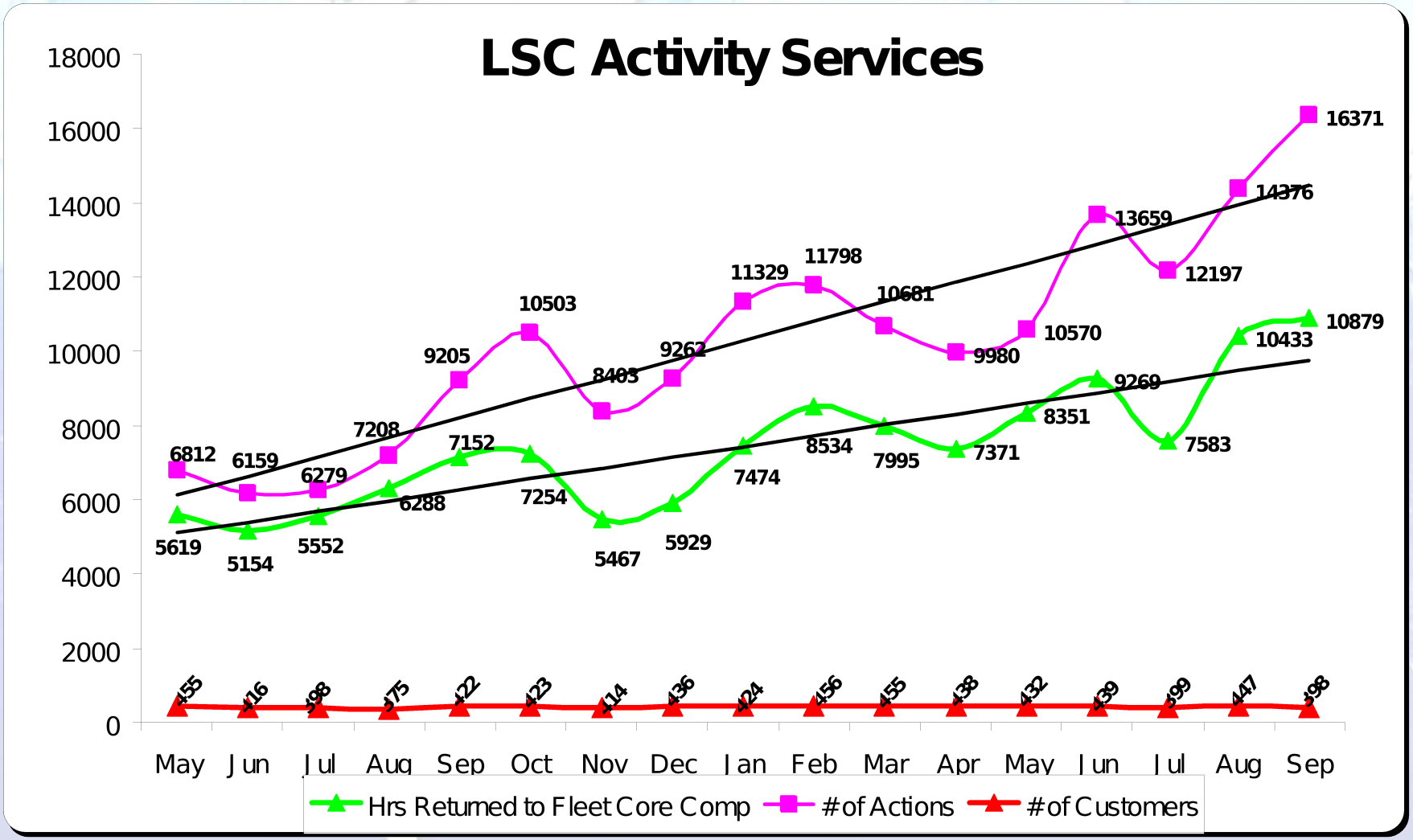
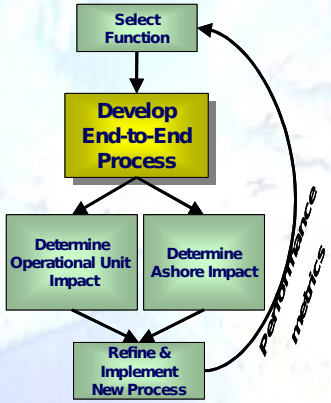
LSC Performance – Over the Long Term



COMFISCS… *What will need to change*



Today + Tomorrow - Excess

Redesign processes…

Who will own the processes… especially financials?

Where will the processes reside?

Will expanding roles require an increase in shore based infrastructure?

LSC

GDSC

OTS

Select function…Develop new end-to-end process…Determine afloat ashore impact…. Leverage Best Value Source of Support

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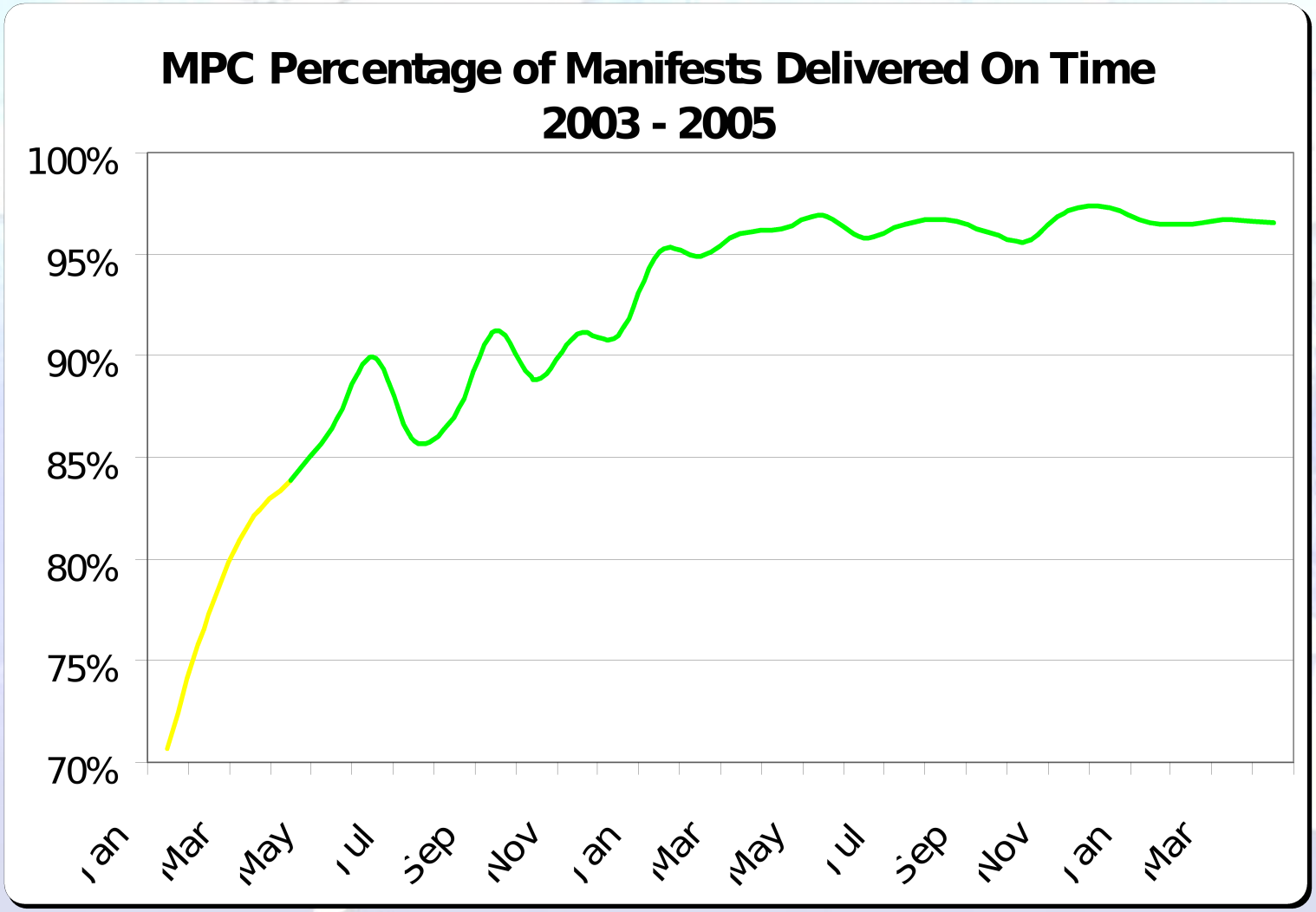
MPC Metrics



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LSC
Face to Fleet Voice of the Global Customer

- Material Intervention Actions
- Material Processing Services
  - Tailored Delivery Services
    - Sorts
    - Staging
    - Delivery
    - Manifest
  - Last Mile Visibility
  - Cherry Pick Emergent Requirements
- NAVFAC Services Coordination
- Husbanding Services Coordination
  - Emergency Requisitioning
  - Galley, Laundry, and Small Equip. Repair
  - Personnel Effects Coordination
  - Ceremonial Support Coordination
  - Fleet Assistance Team
  - Navy Food Management Team
  - Freight Shipment Tracking
  - HAZMIN/HAZMAT Services
  - Gas Cylinder Services
  - Deployed and Lateral Support
  - ATM-at-Sea/Navy Cash
  - Pharmaceutical Prime Vendor
  - Subsistence Prime Vendor
  - MWR Support Coordination

GDSC
Automated Self Service

- **Supply, Logistics, and Maintenance 24/7 Operationalized Forward Support**
  - Requisitioning
  - Freight Shipment Tracking
  - Technical Support
  - Expediting
  - Item Manager Release Authority
- **Source of Support Identification and Customer Relationship Management**
  - Partnered with NAVSEA
  - Linked to all Pillars
  - Linked to DoD
  - Linked to other Government Agencies
  - Linked to Private Sector Sources of Support
  - Warm Referral relationship with NAVSEA and DLA MRM

OTS

- **OTS Automated Self-Service WEB Enabled Supply and Logistics Services**
  - Asset Visibility - DLA and Navy
  - Requisitioning - Input and status
  - Procurement - DOD eMall Single Sign-on and Navy field contracting orders/status
  - Freight Shipment Tracking
  - Technical Support
  - Source of Support Identification
  - Policy, Rules and Tools Information

Areas where COMFISCS is currently providing Distance Support